EPSON
EXCEED YOUR VISION

PS-100

User's Guide

Introduction

Thank you for purchasing the PS-100.

To use the device, make sure you read the User's Guide and the Quick Start guide.

Trademarks

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General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

Caution:

- Unapproved copying of part or all of this manual is strictly forbidden.
- The content of this manual is subject to change without prior notice.
- Epson America, Inc cannot accept any responsibility of mishandling due to errors in the documentation.
- Epson America, Inc cannot accept any responsibility for malfunctions that occur due to ignoring the content of the documentation, the device being handled inappropriately, repairs, or modifications performed by a third party.

System requirements

Check the link below for the latest compatibility.

epson.com/psdevices

Note:

PS-100 uses Bluetooth® Smart to transfer data to PULSENSE View.

Uploaded data can be seen via PULSENSE View for Web at **go-wellness.epson.com**.

Uploading data	Use the PULSENSE View for iOS or Android on your smart device. Your data will be transferred via Bluetooth® Smart.

Viewing data	Log onto PULSENSE View for iOS or Android on your smart device.
	Log onto the PULSENSE View web application.

Note:

To charge the PS-100, a USB port is required. You can use the USB port on a PC or the optional AC adapter. Use only the specified AC adapter (SFAC04).

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Using this device safely

Make sure you read the documentation (Quick Start guide and User's Guide) first before using this product safely.

The product may malfunction, or an accident may occur if it is handled incorrectly.

- Keep the documentation handy to help you resolve any problems.
- When taking this product out of the country of purchase, check the laws and regulations in the destination country before you travel.
- This product is not intended for use to diagnose, prevent, or treat disease or other conditions, and is not a medical device.

Symbols in this manual

The following symbols are used in this manual to indicate possible dangerous operations or handling. Make sure you understand these warnings before using the product.

⚠Warning: This symbol indicates information that, if ignored, could possibly result in serious personal injury.
⚠Caution: This symbol indicates information that, if ignored, could possibly result in personal injury or damage the product.

	This symbol indicates an action that should be done.
	This symbol indicates an action that must not be done.

! Important	Indicates things you must or must not do. Ignoring these instructions or mishandling the device could cause malfunction or operational problems.
Note:	Indicates additional explanations and related information.
	Indicates related pages. Click the link in blue text to display the related page.

Notes on using the product and components

Warning	
	Exercise according to your physical capabilities. Stop exercising and consult your doctor if you feel unwell during exercise.
	This product is not intended for use to diagnose, prevent, or treat disease or other conditions, and is not a medical device. If you have any concerns, consult your doctor before using this product.
	Do not keep your eyes on the device while exercising. Pay attention to your surroundings while using the device.
	Do not use or store this device in the following environments: locations with very high or low temperatures or humidity, near volatile substances, dusty places, near a fire, or near strong magnetic fields (for example, near a loudspeaker). Doing so may cause electric shock, fire, or the product may malfunction or be damaged.
	Do not disassemble this product, and do not attempt to repair this product yourself. It may cause an electric shock or accident.
	Do not leave this product within reach of young children.

Caution	
	To avoid the possibility of skin irritation or discomfort from wearing the PS-500, you must keep the skin under the band clean and dry at all times. Do not allow water, sweat, dead skin, or dirt to build up under the band. It is important to keep the band clean and dry at all times by wiping the band with a damp cloth, removing the moisture with a towel, and letting it air dry.
	The Pulsense band needs to be worn snugly around the wrist to collect more accurate heart rate data. This may cause a slight impression on the wrist. Adjust the band for the comfort and performance you choose.
	Do not pour water directly onto this product. The power of the tap water stream may be strong enough to compromise the product's waterproof feature. Do not wear this product in a bath or sauna. The steam and soap may compromise the waterproof feature or cause corrosion.

Note:

Please note that even if not in use, the PS-100 should be charged at least once within a 6 month period. Failing to do so might affect the performance of the rechargeable battery.

Notes on using the cradle

Warning	
	Do not use the charging cradle, AC adapter, or USB cable if they are damaged, faulty, or contaminated by foreign material such as dust, water, or dirt. Do not use any adapter other than the specified adapter for charging.

Warning	
	In areas in which usage is restricted, such as on airplanes and in hospitals, follow the rules and regulations provided (such as in-flight announcements).
	Do not use the device if you have a surgically implanted medical device such as a cardiac pacemaker.
	Do not bring the device into an operating room or intensive care unit, and do not use the device near medical equipment. Radio waves from the device may interfere with electronic medical equipment causing the equipment to malfunction and cause an accident.
	This device is equipped with Bluetooth® Smart technology. When operating supported heart rate monitors or smart phones, this function wirelessly sends and receives heart rate measurement data to the device. This device has been certified as a wireless device based on the Radio Law. Therefore, the following acts may be punishable by law. - Disassembling or remodeling the device - Removing the verification or certification number for the device

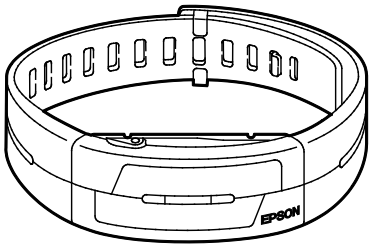
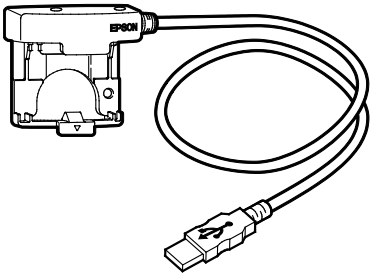
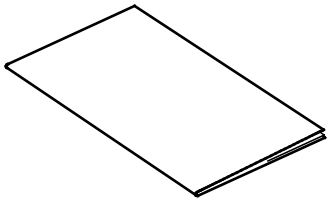
Set up and basic operation

Follow these instructions to use your device:

- “Things You Can Do with the Product” on page 10
- “What’s in the box” on page 10
- “Getting Started” on page 11
- “Initial Configuration” on page 17

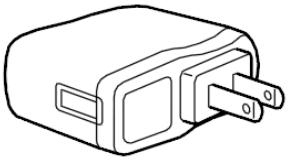
What’s in the box

Contact your reseller if there are any missing or damaged components.

PS-100	Charging Cradle
	
Quick Start Guide	
	

Options

You can purchase the following optional accessories.

AC Adapter (SFAC04)


Getting started

Recording your data

! Important

To record your data it is necessary to register your device with the PULSENSE View smart device application.

Data	Calculated
Heart rate	Reads and records your heart rate from the changes in light reflected through the blood vessels in your wrist.
Calories	Calculates burned calories based on body motion and heart rate information. When heart rate measurement is disabled, the PS-500 will calculate calories burned based on body motion only.
Steps	Records the number of steps using the accelerometer.
Distance	The approximate distance is calculated based on your step count and height.

Note:

Irregular arm movements may affect the steps and distance counters.

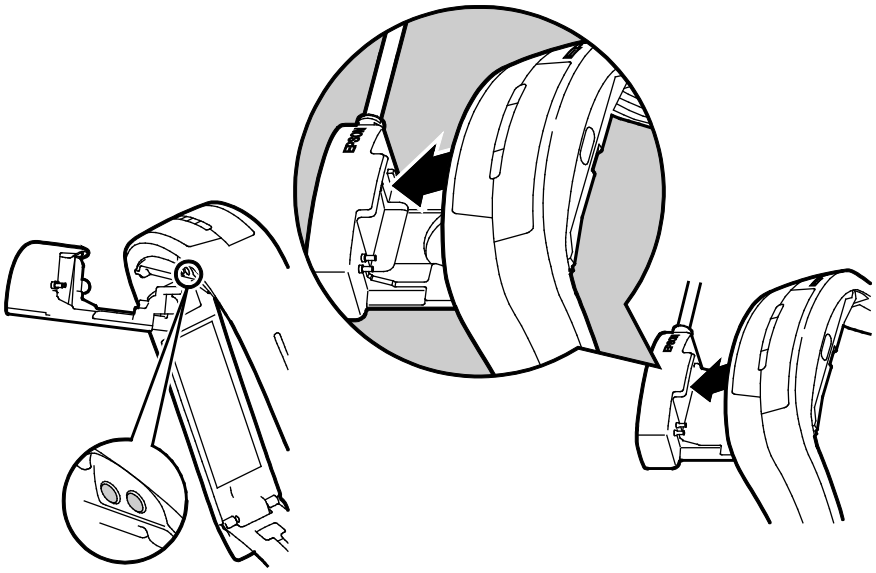
Waking your product from battery protection mode

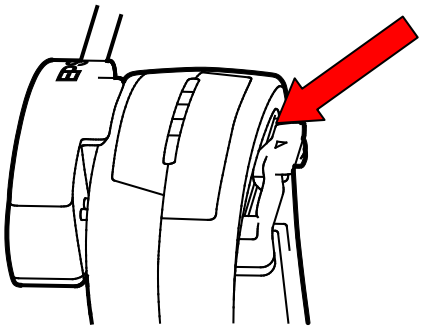
! Important

- You need to charge the product before using it for the first time.
- The product automatically turns on when being charged.
- Make sure that charging is complete before using your device.

1 Attach the PS-100 to the cradle.

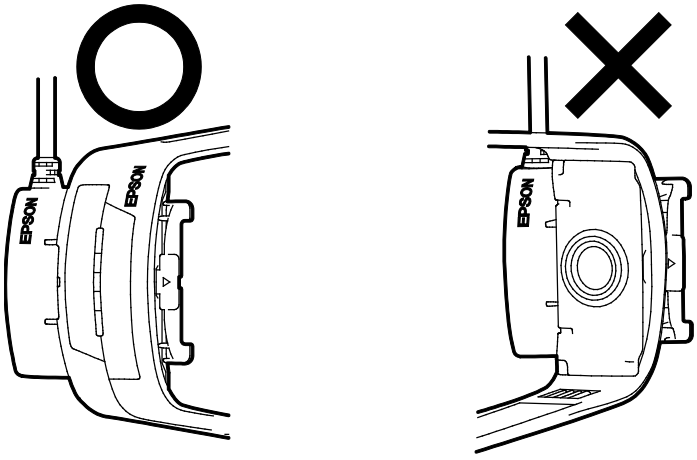
Clip the product into the cradle, ensuring that the metal terminals are in contact as shown.





! Important

Ensure the PS-100 is oriented in the cradle correctly.



2 Charging the product.

2-1 Using a PC

Insert the cradle's USB cable into a free USB port on your PC.

If you are connecting the cradle via a USB hub it may not charge. Connect the cradle's USB port directly to the USB port of the PC instead.

Note:

You can use a PC to charge your PS-100, but not to upload any data. PS-100 requires a mobile device with Bluetooth® Smart to upload data.

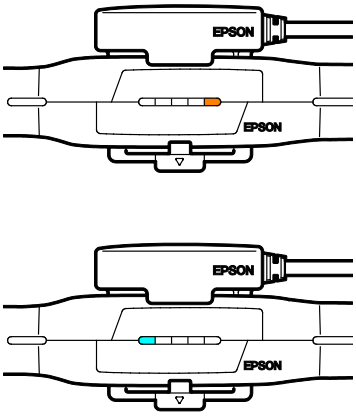
Some PC USB ports may not support the charging function

2-2 Using an AC adapter

Connect the cradle to the optional AC adapter, then insert the AC adapter into a power outlet.

Note:

- An orange LED is shown while charging and the LED changes to blue when the PS100 is fully charged



- Charging takes approximately 2.5 to 3.5 hours to complete; however, the duration may vary.

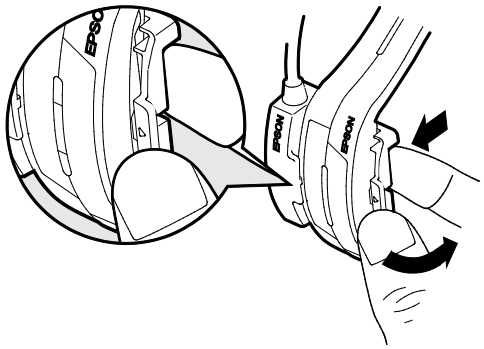
! Important

- The remaining battery charge cannot be checked with the product. Check the remaining battery charge under device settings in the PULSENSE VIEW app.
- Please note that even if not in use, the PS-500 should be charged at least once within a 6 month period.

  Failing to do so might affect the performance of the rechargeable battery.
- The battery is not replaceable.

4 **Remove the product from the cradle.**

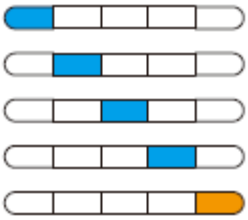
Press the small tab down and push the PS-100 out from the back.



The product is ready for Bluetooth pairing when fully charged and detached from the charging cradle.

Start-up operation

All LEDs light up in sequence and the PS-100 vibrates.



! Important

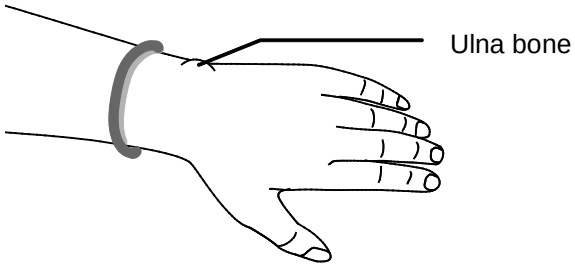
- Pair with your smart device after purchase. The memory of your device will not be enabled until pairing is completed.
- If you remove the PS-100 from your wrist and no movement is detected, it will go into sleep mode. It will re-wake if the product is moved.

Wearing the PS-100

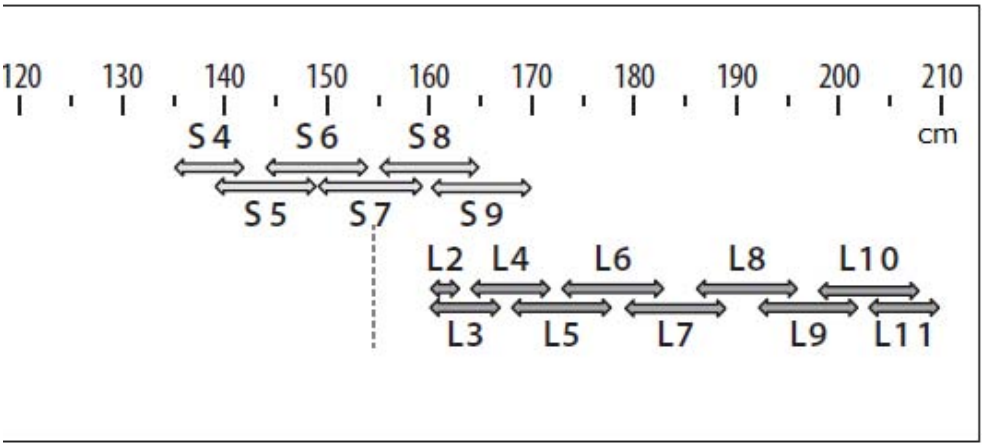
When wearing the product, make sure it does not touch the ulna bone on your wrist.

> **Note:**
> The Pulsense band needs to be worn snugly around the wrist to collect more accurate heart rate data. This may cause a slight impression on the wrist. Adjust the band for the comfort and performance you choose.

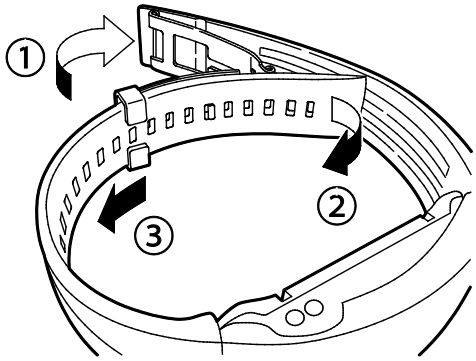
1 **Measure the circumference of your wrist closely at the position indicated in the illustration without touching the ulna bone.**



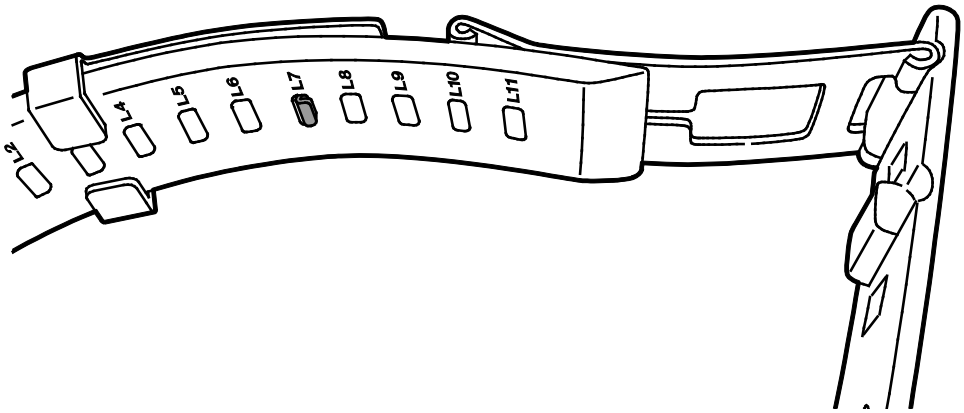
2 **Check the hole numbers from the length around the arm using table below. The hole number is stamped in the back of band. The PS-100 S/M size has S1 to S9, The PS-100 M/L size has L1 to L11.**



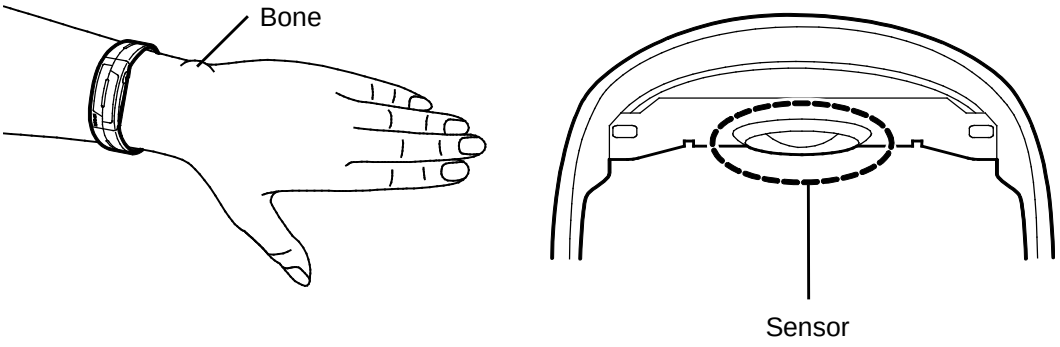
3 **Unfasten the buckle of the wristband as shown below.**



4 **Insert the band fastener into the hole number you checked in step 2.**



5 **Put your hand through the wristband and fasten the buckle. When wearing the product, make sure it does not touch the bone. Adjust the wristband to a smaller hole number if the wristband is too loose.**



Initial configuration

Smart device user

1 Search your smart device's app store for Epson PULSENSE View (free), and then install it.

Make sure "Internet communication" and "Bluetooth®" are enabled in your smart device. Check the operating instructions for your smart device for the internet and Bluetooth instructions.

2 Start Epson PULSENSE View.

Make sure that the product is within three feet (one meter) from the smart device and the battery is fully charged.

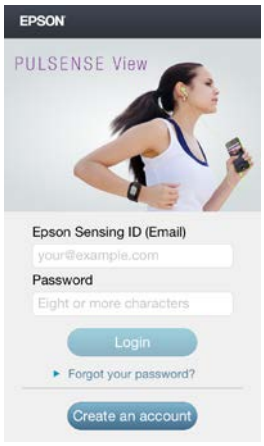
Note:

Turn on Bluetooth® on your smart device.

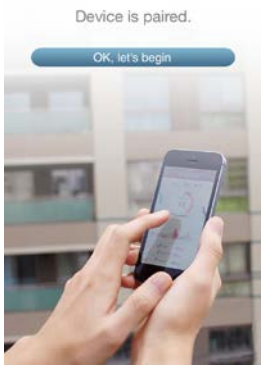
Make sure your smart device is connected to the internet.

PULSENSE View Icon

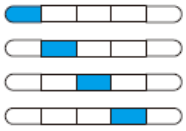
3 Set up your PULSENSE View account by following the on-screen instructions.



Once you have created your account and completed your profile, follow the on-screen instructions to pair your PS-100 with your smart device.



When pairing is successful, the LEDs will light up twice in sequence and the above screen is displayed on the smart device.



Pairing issues

When using the product for the first time, check the following:

1. Attach the PS-100 to the cradle to wake the PS-100 from battery protection mode.
2. Enable Bluetooth® communication on your smart device.
3. Check smart device compatibility: epson.com/PSdevices
4. Ensure your smart device is connected to the Internet.
5. Remove any other product from the area that could interfere with the Bluetooth® communication.

If pairing is lost or the PS-100 has been paired with another smart device, check the following:

1. The PS-100 may already be un-paired.
   Put the PS-100 into the cradle and tap it until you see the blue LED s flash back and forth twice.
2. The PS-100 already been deleted from PULSENSE View.
3. The PS-100 already been deleted in the Bluetooth® settings of your smart device.
4. Make sure Bluetooth® communication been enabled on your smart device.
5. Check smart device compatibility:epson.com/PSdevices
6. Ensure your smart device is connected to the Internet.
7. Remove any other product that could interfere with the Bluetooth® communication

Using your PS-100

This product measures heart rate and activity 24 hours a day, tracking your steps, distance, calories, sleep quality, and heart rate across five zones helping you to make better lifestyle choices.

"Heart rate measurement" on page 21

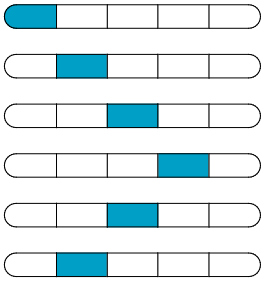
"Low battery notification" on page 25

"Airplane Mode" on page 26

Heart rate measurement

Heart rate detection

1 **Heart rate detection starts when the product is moved and the LEDs flash in sequence as shown below.**



Note:

Heart rate detection will stop if the product is not worn and has not been moved for three minutes.

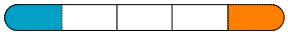
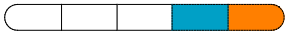
Heart rate detection will start again when the product is moved.

2 **After putting on the product, the blue LEDs flash two times when it detects your heart rate. The product is in pulse measurement mode.**

Note:

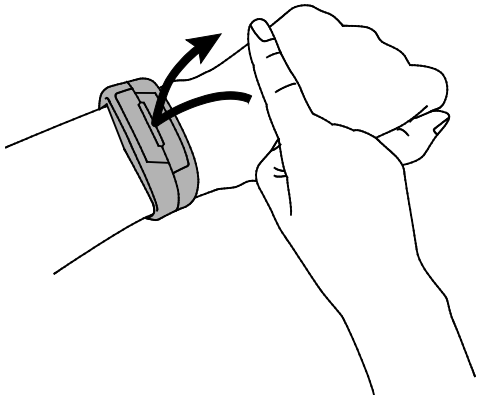
- Try to keep your body and arm still to facilitate heart rate detection.
- If the device does not detect your heart rate within one minute, the product will vibrate.
- If the device does not detect your heart rate within three minutes, the product will vibrate for longer and the LEDs will flash for 10 seconds. The PS-100 will stop the heart rate detection.
- You can resume heart rate detection by moving the product.

When the heart rate can’t be detected

LED	Issue	How to solve
	The device is not being worn correctly onto your wrist.	Wear the product closely around your wrist without touching the ulna bone.
	The device is not being worn correctly on your wrist or the temperature on the surface of your skin is too low.	Wear the product closely around your wrist without touching the ulna bone. Warm your wrist and fingertips if they seem cold.

Heart rate zones

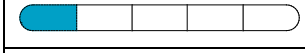
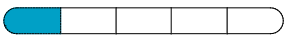
You can check your heart rate zone using the product LEDs. The setting can adjusted via PULSENSE View to determine when the LEDs illuminate.



The heart rate zone	Name
0 – 40%	Below
40 – 70%	Fat Burning
70 – 80%	Aerobic
80 – 90%	Anaerobic
90 -100%	Maximum

Note:

- Your initial target zone is calculated by your profile data.
- When using the PS-100 overnight, the heart rate zones will be adjusted according to your resting heart rate.

LED	% of max. heart rate	LED settings			
		TAP	FLASH	ON	OFF
	Under 40%	Blinking	OFF		-
	40～49%	Blinking		ON	-

	50～59%	↑	↑	↑	-
	60～69%	↑	↑	↑	-
	70～79%	↑	↑	↑	-
	80～89%	↑	↑	↑	-
	Above 90%	Blinking (Faster)			-

Note:

You can check your real time heart rate (updated every four seconds) in the PULSENSE View app. Swipe the tab located in the middle at the top of the screen to the bottom in order to display the real-time meter.

How your heart rate measurement is being used

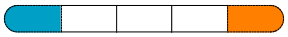
The PS-100 continuously monitors your heart rate and uses this recording, in addition to your body movement, to calculate the individual activities in PULSENSE View. We therefore recommend having the heart rate detection enabled all the time, not only during exercise.

For more information, go to the Help section in the PULSENSE View app.

How to stop and resume heart rate measurement

Heart rate detection stops if the product is not worn and has not been moved for three minutes. Heart rate detection starts again when the product has been moved.

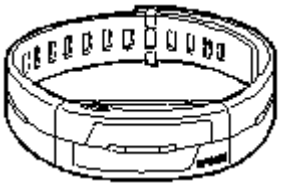
This LED pattern is shown when the PS-100 has been removed from your wrist:



Note:

Place the product onto a flat surface to stop measurement.

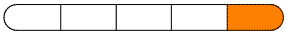
It may take one to six minutes until the measurement stops.



To resume heart rate measurement, put the PS-100 on your wrist.

Low battery notification

If the battery level is low, the orange LED will flash every 4 seconds.



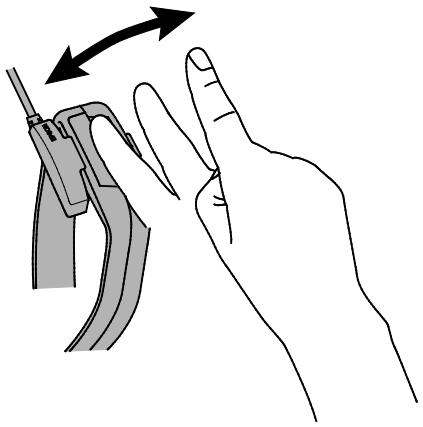
Once the remaining battery level is down to 1 hour, the orange LED flashes once a second for a duration of 30 seconds and the PS-100 stops measuring heart rate until the product has been charged.

Airplane mode

Wireless communication must be turned OFF during a flight. Set the product to Airplane Mode before take-off.

When transporting the product it is recommend that you use this mode.

1 Remove the product from your wrist and repeatedly tap the face of the product as shown below.

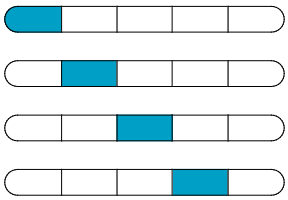


! Important

If you tap the PS-100 continuously as shown above while the device is connected to the charging cradle, the pairing settings will be deleted.

The device will not go into airplane mode while measuring heart rate on your wrist; remove the product before tapping as above.

2 When the product is successfully set to Airplane Mode, the LEDs will light up as shown below.



Note:

- To check if the product is in Airplane Mode, tap the device and confirm the LED pattern is displayed:

- While in Airplane Mode, heart rate measurement and wireless communication are disabled. However calories burned, steps, and distance will continue to be calculated by the accelerometer.

Turn off airplane mode

1 Repeatedly tap the face of the product.

The LEDs will light up and display the pattern below to confirm it is still in Airplane Mode.

2 Keep tapping until the LEDs turn off.

The product will resume heart rate measurement and wireless communication.

Additional functions

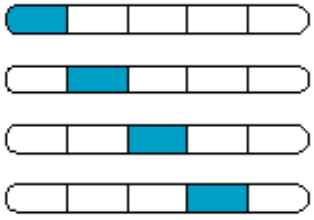
“Notification Settings” on page 29

“Wake-up Alarm” on page 29

Notification settings

Depending on your settings, the product can alert you by vibration and LEDs when you receive an E-mail, call, or calendar notifications on your smart device.

To alert you, the LED pattern will light up six times, as shown below, and vibrate.



Vibration must be enabled in the PULSENSE View settings for the alarm's vibration feature to work. You need to enable the notification settings in the Device settings of PULSENSE View. See the PULSENSE View help section for details.

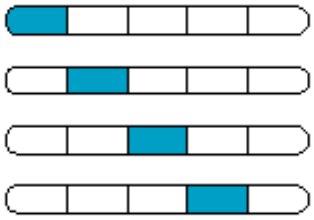
Note:

The PS-100 must be connected via Bluetooth® to your smart device. Some additional settings might be required in the Notifications Settings of your smart device. See your smart device manual for details. Some Android devices may not support this function.

Wake-up alarm

You can use the wake-up alarm to wake you up at the optimal time. The PS-100 will examine your sleep state for a given window before your alarm time. Within that window PULSENSE will trigger the alarm (vibration) in a phase of shallow sleep so it is easy to wake up. Vibration must be enabled in the PULSENSE View settings for the alarm's vibration feature to work.

To alert you, the LED pattern will light up six times, as shown below, and vibrate.



You need to set the alarm time and window time in the Device settings in PULSENSE View. See the PULSENSE View help section for details.

Maintenance

- “Looking after your device” on page 31
- “Replacing the Battery” on page 31
- “Updating the Firmware” on page 31

Looking after your device

Clean the PS-100 regularly. Wipe your product with a damp cloth, remove the moisture with a towel, then let it air dry.

> **! Important:**
>
> Avoid water, sweat or dirt build up between your skin and the product as it could lead to skin irritations.

About the wristband

The wristband is made of silicon which could lose its elasticity and color over time.

Replacing the battery

You cannot replace the built-in, rechargeable battery.

Updating the firmware

You may be able to solve problems that occur by updating the firmware.

We recommend using the latest version.

> **! Important**
>
> When updating the firmware, the collected measurement data may be deleted and settings may be reset. For more details on updating the firmware using your smart device, see the following websites:
>
> epson.com/support/ps500 (U.S.) or epson.ca/support/ps500 (Canada)
>
> Before updating the firmware, we recommend uploading your measurement data using PULSENSE View.

Troubleshooting

This section explains how to solve problems that occur during use.

- “Caution” on page 33
- “Problem Solving” on page 34
- “System Reset” on page 35
- “Contacting us” on page **Error! Bookmark not defined.**

Caution

- To avoid the possibility of skin irritation or discomfort from wearing the PS-100, you must keep the skin under the band clean and dry at all times. Do not allow water, sweat, dead skin, or dirt to build up under the band. It is important to keep the band clean and dry at all times by wiping the band with a damp cloth, removing the moisture with a towel, and letting it air dry.

  Do not use the cradle, USB cable, or AC adapter if they are in any way damaged, faulty or contaminated by foreign material such as dust, water or dirt. Do not use any adapter other than the specified adapter for charging.

- If charging becomes unstable, clean the contact points on the device and cradle with a damp cotton swab.
- If device operations becomes unstable or if data transfer is not possible, perform a system reset by connecting the product to the cradle.
- Exercise according to your physical capabilities. Stop exercising and consult your doctor if you feel unwell during exercise
- The Pulsense band needs to be worn snugly around the wrist to collect more accurate heart rate data. This may cause a slight impression on the wrist. Adjust the band for the comfort and performance you choose.

Problem solving

Check each item.

Problem	Solution
LED is not ON or Flashing.	Before charging, the PS-100 is in battery protection mode. Put the product in the cradle and connect it to a USB port or AC adapter to charge the product and wake the product from battery protection mode. "Getting Started" on page 11
The product is not responding.	Check the battery level and charge the product if necessary.
The product does not charge when it is put in the cradle. Charging stops frequently.	Charge in an environment where the temperature is 23°F～95°F/-5℃～35℃. Ensure your PC can provide power over USB. If you are connecting the charging cradle via a USB hub, it may not charge. In this case, connect it directly to the USB port of the PC. Clean the contact points of the product and charging cradle. "Looking after your device" on page 30
The product and charging cradle heat up while charging.	The product or cradle might be faulty. Immediately stop using the product and cradle, and contact Epson.
A charging error is displayed (orange LED flashing).	Charge in a location with a temperature of 23°F～95°F/-5℃～35℃.
I wore the product while swimming or diving.	The product is water resistant to 3 atm. The product is not designed for swimming or diving.
I need an AC adapter	The AC adapter is sold as an option. Please contact your local reseller. You can also purchase an additional cradle.
Data is not updating, even though the product is connected to a smart device.	Refer to the Bluetooth® section in this manual to resolve pairing issues.

System Reset

If device operations become unstable, perform a system reset by connecting the product to the cradle. Charging resets the system, and returns the product to normal operation.

If this suggestion does not solve your problem, check “Problem Solving” on page 34.

Where to get help

Internet support

Visit epson.com/support/ps100 (U.S.) or epson.ca/support/ps100 (Canada) for solutions to common problems. You can get tips, usage information, and FAQs, download utilities, view the User's Guide, or e-mail Epson.

Telephone support services

Call (562) 276-4394 (U.S.) or (905) 709-3839 (Canada).

Support hours are 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Appendix

“Product Specification” on page 32

Product specification

Device specifications

Contents	Specification
Model	PS-100
Size (LxWxH)	1.77 in x 0.87 in x 0.49 in (excluding sensor unit) 45 mm x 22 mm x 12.5 mm (excluding sensor unit)
Weight	S/M: 1.05 oz/30 g M/L: 1.09 oz/31 g
Wrist Size	S/M: 5.31 in-6.30 in/135 mm-160 mm M/L: 5.91 in-8.27 in/150 mm-210 mm
Battery	Rechargeable Lithium Polymer 40mAh
Battery Life(Heart rate ON)	Approx. 36 hours（depending on usage）
Recharge Time	Approx. 2.5 hours（from empty to full, depending on power source）
Water Resistance	3 atm
Connectivity	Bluetooth® Smart
Operating Temperature	23°F～104°F/-5℃～+40℃
Storage Temperature	-4°F～140°F/-20℃～+60℃

Cradle specification

Contents	Specification
Operating Temperature	23°F～95°F/-5℃～35℃
Function	Recharge

AC adapter

Contents	Specifications
Model	SFAC04
Input	AC 100-240V 50/60Hz
Output	DC 5V / 1.0A